

Date 12/10/15

To: SPIRIT Review Committee

From: Kinney Spray

Nominated Employee: Bobby Carter

Listed below is why I feel Bobby Carter deserves the Spirit Award.

Service Excellence

Bobby Carter is a 37 year veteran of the City of Germantown. He started in the Parks and Recreation Department and transferred to the Street and Drainage Department when a promotion opportunity was offered. As a veteran employee Bobby has around a 100 letters in his file commending him on great work.

The one that really stood out the most to me was under the Harvey Faust era. The Parks Department did an employee of the month and then an employee of the year. Mr. Carter won employee of the month twice in 1984 and won employee of the year that same year. This is like winning the Heisman Trophy in College Football. This award was voted on by co-workers and supervisors in the department.

This definitely shows SERVICE EXCELLENCE!

Producing a+ Results

Bobby has worked on several projects and jobs in his tenure with Germantown. He has received several letters from residents bragging about the A+ Results that he and his crew gives the customer.

- Mrs. Turner at 1523 Brookside bragged on the wonderful job the crew did solving a drainage problem and kept her home from major property damage from recent rains. She also bragged how they went above and beyond to complete the job.
- The resident at 2458 Dove Grove Cove sent a letter bragging on Mr. Carter and the crew. Mr. Paul bragged how they performed a major construction project in his backyard. Mr. Paul said most residents would be quick to complain but the job was done in a professional manor with very little inconvenience to his family.
- Mr. Ashcraft at 1728 Tamarack bragged on the excellent job on the drainage but most of all he bragged on their courteous and professional service.

Initiative

Bobby is a person that has great initiative. He helps keep his department running and operating smoothly without problems. Bobby is a big part of the Germantown Charity Horse Show. Several of his employees work after hours in the set up and removal of tents for the horse show every year. Bobby takes the initiative every year to cook crappie for the ones who work and help. He serves plenty out of his own freezer.

Responsible

Bobby is responsible for 24 employees in the Street and Drainage Department. One of the reasons the department runs so well is because he stresses safety and maintenance. He wants the job to be done correctly but doesn't anyone hurt. He makes sure he follows up on jobs or makes sure the crew leaders follow up on previous jobs making sure there are no problems and customers are happy.

Innovative

Bobby is very innovative. One of the ways that really stands out to me is the way he handles employees that are becoming a problem. Bobby is one who shows time and compassion for his employees. If an employee is causing problems or having issues doing the job Bobby will call them in the office or go by the job and pick them up. This is not necessarily to discipline the employee but talk to them and find out what the problem maybe. Bobby offers the help for ones that need to get back on track but if it continues he will take the proper steps.

Bobby is there for his crew and gives them support in doing their jobs.

Teamwork

If there is the one core value that stands out more than any of the others its TEAMWORK. Bobby will juggle his crews to get jobs completed. If you want a vacation Bobby goes out of his way to make it work. He will shuffle crews and combine them but the jobs still get completed.

The part of teamwork that really stands out is how he will sacrifice his crews to help other departments and still get jobs done listed below are just a few. These are things that are not in the departments everyday routine:

- Moving Furniture
- Building playgrounds
- Moving cages for Police department and the K-9 Unit
- Working moving kennels at Animal Shelter
- Loaning other departments Equipment Operators when they are in a bind
- Getting strange objects and animals out of drains
- Pour concrete pads for art work or special projects.

The one reason Bobby Carter deserves this is he is a good hearted person and will go out of his way to help you. Whether it's help at work or a personal favor he will find a way.